

Financial Ombudsman Service

Exchange Tower, London E14 9SR

25 July 2023

Dear Sirs,

I am enclosing documentation regarding my claim for compensation from Barclays Bank over the closure of our business account.

Whilst their threats of closure and eventual closure have been intensely time-consuming, frustrating and annoying and their responses since September 2022 leaving much to be desired, I am seeking compensation regarding the manner of closure and the disruption, distress and frustration this has caused.

First, in none of the recent communications that have just come to light is there any detail regarding the process of closure or return of funds.

The bare facts are :

1. Barclays closed this account arbitrarily and without proper notice, which I only discovered on receipt of a routine statement (copy enclosed)
2. Without any authorisation they appear to have removed funds from the account to reach a zero balance 10 July
3. As a consequence, we have had no access to these funds since 10 July and still do not know where they are.
4. In their communication of 18 July, they say a cheque will be raised within 5 to 10 days of their letter. This is unaccepttable.
5. I wrote to their Director of Business Banking 18 July instructing them to transfer the balance on the account before 10 July to my personal account with First Direct with immediate effect, namely electronically. This has not happened at time of writing.
6. Naturally, we have been unable to trade or carry out routine financial transactions in this period.

I will appreciate your review of these documents and any assistance you can provide to achieve an appropriate and satisfactory outcome.

Yours sincerely

David Powell

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